



HUMAN RESOURCES DEPARTMENT

City of Burlington

131 Church Street, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

TTY (802) 865-7142

Emergency Communications Specialist II POLICE DEPARTMENT

RATE OF PAY: \$15.35 – **\$18.13/hr. (after 6 months)**

POSITION STATUS: Full Time / Limited Service

POSTING: March 26, 2010

DEADLINE TO APPLY: OPEN

=====

This position receives, records and processes emergency and non-emergency requests for police, fire and ambulance assistance, and dispatches units appropriately. Responds to routine inquiries or referrals. Monitor radio traffic and operate computer systems required to complete the task. Provides communications link between police/fire/ambulance response units and outside public service agencies. In addition this position acts as an internal routing unit, receiving calls from the public, other City departments, etc., and directs the call to the appropriate Police Department personnel.

SPECIAL NOTE: starting salary \$15.35 / hr increases to \$18.13/hr after successful completion of six (6) months in Dispatcher Position

ESSENTIAL FUNCTIONS:

- Interact with callers requesting emergency / non-emergency response or service from the community or public agencies.
- Uses established protocols and the computer-aided dispatch system (CAD) to determine appropriate actions to be taken.
- Monitors and maintains the location and status of police, fire and other authorized agency united in the field.
- Answer emergency and non-emergency calls from incoming lines, including 911 and special service lines (e.g. hearing impaired). Elicit facts from the caller, determine type of assistance required for the situation, and relay necessary information to the appropriate source i.e., police officers, fire field units, emergency ambulance services, mutual aid agencies and volunteers, City, County, State or Federal agencies.
- Participates with the Administration in the development, implementation, and review of procedures.
- Monitor radio communication channels for police, fire, ambulance; Department of Public Works; local government; Burlington Electric Department; and relay information to the appropriate authority.
- Record and maintain accurate computerized summaries of all emergency call using C.A.D. system.
- File and organize resource information including but not limited to sensitive information, in a discreet and professional manner by maintaining confidentiality.

MINIMUM QUALIFICATIONS/BASIC JOB REQUIREMENTS:

- High school diploma or equivalent (Associate Degree in Communication or Business Preferred) required.
- Must successfully pass the written, typing and psychological examinations, oral board interview and background check conducted by the Department.
- After acceptance of conditional offer of employment applicant must pass physical examination by the Medical Board.
- Emergency Communications Specialist must obtain and maintain Vermont Criminal Information Center (VCIC) and National Criminal Information Center (NCIC) certifications.
- Must demonstrate the ability to operate Police and Fire computer equipment, a multi-channel/function radio console, a multi-line telephone system, a TTY/TDD, as well as Police, fire, and medical emergency alarm receiving equipment and video monitoring equipment.
- Demonstrated knowledge of the street system and the geography of the Burlington area, with some knowledge of law enforcement, public safety and/or fire science procedures preferred.
- Knowledge of Microsoft Office preferred
- Ability to maintain a positive customer service attitude at all time with public, user agency members, co-workers and supervisors.

=====

Submit CITY OF BURLINGTON application, resume and cover letter: Human Resources Dept., 131 Church Street, Burlington, VT 05401. Available in alternative formats for persons with disabilities. For disability access information, contact Human Resources @ 865-7145 or 865-7142 (TTY). Visit our website at www.hrjobs.ci.burlington.vt.us

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.